GOVERNMENT OF ANDHRA PRADESH
ABSTRACT

Finance Department – "Prabhutvaudyoga Pinchanudarula Nestham" – Redressing of Grievances of Pensioners - Setting up of a Cell in the office of the Deputy Director, District Treasuries of every District & establishing a Resolution Mechanism – Regarding.

FINANCE (HR-III-PENSION-GPF) DEPARTMENT

G.O.Ms.No.51 Dated: 28-5-2020

Read the following:

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ORDER:

The Government of Andhra Pradesh is committed to ensuring efficient and hassle-free delivery of services to the citizens and the Spandana initiative of the Government is one of the several steps taken for addressing public grievances.

2. The Hon'ble Chief Minister has also desired that effective steps to be taken for redressing the grievance of Pensioners, who have retired after contributing their services to the State, and has made an assurance for establishing a Pensioner Grievances Redressal Cell in each District of Andhra Pradesh for providing effective and responsive resolution of their grievances.

4. In accordance with the assurance given by the Hon'ble Chief Minister, the following instructions are issued for the establishment of a mechanism for filing, processing, resolution, tracking & monitoring the grievances of Pensioners.

I. A Cell for addressing the grievances of the Pensioners named as "Prabhutvaudyoga Pinchanudarula Nestham" shall be established in every District in the office of the Deputy Director, District Treasuries.
II. The Nodal Officer for the Cell at the District level shall be the Assistant Treasury Officer (Pensions), O/o Deputy Director, District Treasuries.
III. The Nodal Officer for the Cell at the State Level shall be the Joint Director (Pensions), O/o Director of Treasuries & Accounts. A.P.
IV. The Nodal Officer for the Cell at the Government Level shall be the Deputy Secretary (HR.III). Finance Department, A.P. Secretariat.
V. The Secretary, (Budget), Finance Department supervise & guide the functioning of the Cells.
VI. "Prabhutvaudyoga Pinchanudarula "Nestham" shall be enabled by robust software and the following will be a protocol for the processing of the grievances.
    a. The Pensioner will login-in in the CFMS website with the Pensioner id allotted to the persons sanctioned Provisional or Regular pension.
    b. The Pensioner details will be automatically displayed on log-in.
    c. The Pensioner will select the category of the grievance which is pre-populated in the software.
    d. The Pensioner will furnish further details of the grievance in the text-box provided.
    e. The Pensioner can upload the relevant documents if required.
    f. On successful upload a Grievance Id will be created.
    g. An SMS/Mail acknowledging the receipt will be sent to the Pensioner.
    h. The grievance will be automatically transmitted to the inbox of the Nodal Officer at the District level, who will examine and forward the same to the concerned STO/Officer in o/o DD, District Treasuries on a daily basis.

i. The concerned STO/Officer in o/o DD, District Treasuries shall resolve the grievance & send the reply within (3) working days to the Nodal Officer.
j. The Nodal Officer will examine the reply & upon being satisfied will send the Resolution Report to the Pensioner.
k. An SMS/Mail regarding the Resolution will be sent to the Pensioner.
l. The grievances not resolved by the STOs within (3) days will be automatically escalated to the Deputy Director, District Treasuries concerned.
m. The escalated grievances not resolved by the Deputy Director, District Treasury within (7) days will be automatically escalated to the Director of Treasuries & Accounts.
n. The Director of Treasuries and Accounts shall take action to resolve the grievances escalated to him within (7) working days, without fail.
o. The "Prabhutvaudyoga Pinchanudarula Nestham" software shall have the facility for enabling Pensioners to track the status of his grievance & dashboard for officers of Treasuries/Finance Department to track the status & delays in resolution. A facility for alerts, oversight & IVR based feedback of the pensioner regarding the quality of the resolution shall be provided.

4. The software for "Prabhutvaudydoga Pinchanudarula Nestham" shall be developed by the APCFSS as per the requirement of the Director of Treasuries.

5. The Director of Treasuries and Accounts shall be responsible for the implementation of "Prabhutvaudyoga Pinchanudarula Nestham", timely and qualitative redressing of the grievances and for ensuring that the system will be live by 30th May 2020.

7. The G.O is available on internet & can be accessed at "http://www.ap.gov.in/goir and http://www.apfinance.gov.in"

(BY ORDERAND IN THE NAME OF THE GOVERNOR OF ANDHRA PRADESH)

SHAMSHER SINGH RAWAT
PRINCIPAL SECRETARY TO GOVERNMENT

To
The Director of Treasuries and Accounts, AP, Ibrahimpatnam.
The CEO, APCFSS, Ibrahimpatnam.
All Deputy Directors, District Treasuries in the State.
All Pension Payment Officers in the State.
Copy to: Secretary, (Budget),Finance Department, Secretariat, Velgapudi.
All Secretariat Departments.
All Head of Department in the State.
All District Collectors in the State.
P.S. to Principal Secretary,Finance.
P.S. to Chief Secretary
P.S. to Hon'ble Minister, Finance.
P.S. to Principal Secretary to Hon'ble Chief Minister.
P.S. to Chief Advisor to Hon'ble Chief Minister.

//FORWARDED :: BY ORDER//

SECTION OFFICER